

Peer - Practitioner Aftercare

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with service users and family/carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Consumer focus, Making a difference, Integrity.*

Position Information

Purpose	The Peer Practitioner - Aftercare (PPA) utilises learnings from their lived/living experience of mental health challenges, languages of pain and other intersectional identities to hold space and opportunity for healing for those accessing the Aftercare Suicide Prevention Service. Aftercare specialises in suicide prevention, including other mental health experiences, and LGBTIQ+ specific knowledge which requires a high degree of thoughtfulness, nuance and practical expertise. The PPA is expected to champion the voice of lived experience, advocate for human rights and provide an alternative to traditional mental health responses through the practice of mutuality, guided by Intentional Peer Support practice. This is in addition to practicing in alignment with family-inclusive principles, recovery-oriented approaches, trauma-informed theories, and anti-racist/anti-oppressive and anti-carceral practices. The PPA be engaged in co-design and lead co-production practices, in practical ways always placing the relationship and service user at the centre of their journey. This is done through working with a person to understand and identify their story, identify how they would like to move towards what is possible in their lives by focusing on relational care.
Position reports to	Peer Practice Lead
Mind classification level	SCHADS Level 4
Stream	Lived Experience Division
About the service	The Aftercare program, funded by the Victorian Government Department of Health, offers a safe place of healing and support for people from the LGBTIQ+ community who are having thoughts or intentions of suicide. Aftercare offers short-term (up to three months), queer and peer-led,

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	practical outreach and counselling-based support for community members, families and loved ones at no cost to find inclusive, affirming care and strategies for moving forward following a suicide crisis. Aftercare services, led by peer support workers and an Allied Health team, are tailored to community member's individual needs and utilise Intentional Peer Support and a range of therapeutic interventions including brief therapies, motivational techniques and specialist clinical supports. Aftercare also runs a groups program and is actively engaged in community advocacy and preventative support. This peer-driven approach integrates evidence-based practice with community insights to provide a holistic and innovative model of care. The services follow up with a person presenting to healthcare services following either a suicide attempt or suicidal ideation. Support is provided by addressing contributing factors to LGBTIQA+ suicide by delivering care after a suicidal experience, coordination, and navigation between mental health providers, ensuring continuity of care and enhanced engagement with providers.
Position description effective date	October 2025
Responsibilities	
Peer work	• Demonstrate knowledge and abilities gained from both an individuals lived/living experiences, collective impacts and Lived Expertise, and be able to support the development of these approaches across the reach of Mind's work by utilising: - o highly developed relational skills, including exemplifying unconditional acceptance and positive regard, - o effective and appropriate sharing of learnings from personal recovery stories, - o understanding how essential hope is, strategies to build hope, and holding hope for others, - o demonstrate the ability to sit with, hold and bear witness to someone's distress in an authentic way, - o transforming adversity into expertise that can be empowering and helpful. - o understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and

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	practice of the discipline. - o Intentional Peer Support Framework. • Work in a way that is informed by Mind’s Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader Lived Experience knowledge base to inform your practice. • Support your team to understand and role model the delivery of services and approaches that are consistent with recovery-oriented practice from a peer/Lived Experience perspective. • Contribute to the development of Aftercare as an emerging program, including quantitative and qualitative insights, evaluating work methods and setting target outcomes from a peer point of view. • Undertake a wide range of activities associated with the program. • Liaison and coordination with LGBTIQ+ community groups and lived experience advisory groups.
Service Delivery	As a Peer Practitioner within this service, you will work within an Intentional Peer Support model to: • Walk alongside people who seek support from Aftercare, ensuring that even in moments where a person is experiencing deep distress, you continue to be with them, centring honesty and openness. Holding connection and the relationship at the heart of all your interactions. • Ensure all decisions are made collectively and centred around the desires of the person you are supporting • A willingness to engage in personal reflection on your role as a peer practitioner in your relationships with the people you are supporting. • Actively working to orient yourself to the principles and tasks of IPS and engage with power dynamics as they emerge in your practice • Using a relational approach work with a person to understand what they wish to move towards in life and any barriers that may be present. • Work within the operational guidelines, service manual for the service • Work within the designated Scope of Practice for the role as designated by the LE Division • Work with people within the service to identify how to create

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	relational safety through the utilising of the Our Safety Together framework • Use your Intentional Peer Support practice (relational practice) to build trusting relationships where the potential for hope and moving towards can emerge • Connect with your team leads and your colleagues to support you in your practice and participate in collective care and solidarity • Be open and clear about your own boundaries/limits and seek to understand the boundaries/limits of the people you walk alongside. Prioritising mutually responsible, safe-enough relationships from which possibilities can emerge. • Sit with a person and listen, even when it is uncomfortable and hard • Work to coordinate holistic care with acknowledgement of power dynamics being guided by autonomy and choice of the person you are supporting • Collaborate openly with team ensuring that you engage in a way that promotes a cohesive work culture • Provide specialist LGBTIQ+ suicide prevention advice to the team and broader organisation. • Support family and carers including family of origin or chosen family, through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of chosen family and carer relationships.
Professional development	• Participate in line-management catchups. • Undertake relevant training and professional development, including regular peer specific co-reflection organised through the Lived Experience Division. • Complete relevant consumer designed Lived Experience training where required. • Participate in reflective practice and Community of Practice – Lived Experience • Continue to reflect on your personal lived experience and the broader Lived Expertise knowledge base and how you use this in your practice.
Work with local service providers	• Assist the person with system navigation and linkages to community agencies or support systems that will assist them to address life impacts and barriers to full social, educational and employment participation, as required.
Accountability	• Conduct yourself in accordance with the Mind Code of Conduct and

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	Mind policies and procedures which may change from time to time. • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values. • Other duties as directed.
Workplace health, safety and wellbeing	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise. • Work in alignment with relevant workplace governance, policy and practice structures whilst holding the tension and practice of relational safety as key to your work.
Lived experience & Expertise	• Be grounded in the discipline of Lived Expertise, drawing from your own lived experience, informed by a commitment to social change, human rights, dignity and choice to shape the delivery of their work and that of Mind. • Support the development of a consistent narrative on the value of Lived Experience to the organisation across quality, values and business outcomes. • Collective and distributed sharing of power and expertise.
Cultural safety	• Utilise your Lived Expertise to promote an inclusive, affirming and destigmatising culture that values lived experience and the active inclusion of service users, carers, and families in the work we do. • Contribute to a culturally responsive workforce and service environment for staff, service users, family/carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds. • Actively embeds cultural safety, responsiveness, and humility mechanisms to create spaces where intersectional communities can feel seen, valued, and heard. • Demonstrates reflexive practice by naming personal assumptions and positionality, assessing power/privilege and impacts on others, and adjusting decisions and interactions using an intersectional lens.

Position Requirements	
Desired Qualifications	• Completion of Intentional Peer Support Core and/ or Advanced Training, • Certificate IV in Mental Health Peer Work, is desirable but not required • Completion of other relevant Consumer Discipline trainings are

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	desired but not required eg: Consumer Perspective Supervision, Alt2Su, Hearing Voices etc. • Tertiary qualifications as relevant to the role are desired but not required.
Knowledge, skills and experience required	• LGBTIQ+ identifying with a personal lived/living experience of suicidal distress and an understanding of, and ability and willingness to, contribute this Lived Expertise in working towards greater organisational impact. ◦ (For further guidance on these definitions please refer to Mind's Lived Experience Strategy 2021-2024) and responsibilities above. • Ability to share learnings from your personal story in an appropriate and purposeful manner to support, empower, speak about the times of hopelessness and the importance of hope, and support the recovery of community members. • Experience in working with a variety of approaches and communities, including work within Alt2Su, Harm Minimisation, Alcohol and Drug, Family Violence, Youth, Hearing Voices, LGBTIQ+, Culturally and Racially Marginalised Communities etc • Ability to be with people experiencing a range of emotions including acute distress without problem solving or trying to fix their feelings. • Previous experience with sitting with discomfort and risk • Knowledge of local service and resources • Previous experience in using lived experience and Expertise in a dedicated Peer role strongly desirable • Experience, expertise and/or desire in working directly with LGBTIQ+ community members with mental health issues, suicidal ideations and crisis, complex needs or life situations, and their families and carers. • Experience and/or commitment in providing empathic person-centred relational support, while recognising positionality, relative power and privilege. • Experience or ability to acquire skills in understanding needs and working collaboratively to plan wellbeing supports using evidence informed approaches and tools, for example in challenging situations. • Demonstrated knowledge or ability to acquire knowledge in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, recovery-oriented practice, trauma informed theory and anti-racist/anti-oppressive and anti-carceral frameworks. • Understands/working towards understanding the impacts of mutually reinforcing systems of discrimination and marginalisation that oppress people based on their intersectional identities and take

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	a trauma-responsive, do no harm approach. • Demonstrated understanding of Lived Experience approaches including peer work, co-design and workforce development. • Passion to drive and champion change initiatives and progress the Lived Experience agenda throughout the organisation, and capacity to do so with integrity. • Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design. • Completion of relevant discipline-specific training such as Intentional Peer Support Core training or has a specific plan or timeline for when this occurs. • Proficiency in Microsoft Office Suite. • Ability to navigate complex team and support environments in a sometimes fast paced setting
Other	• Right to work in Australia. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD).

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